Kitsap Credit Union

LONDON SECURITY SOLUTIONS
SIMPLIFYING SECURITY

Customer

Kitsap Credit Union

Industry

Financial Services—Credit Union

Business Challenges

- NCUA Security Audit
- No training budget
- No open headcount to manage Intel Security McAfee solutions
- Multiple longstanding open McAfee support cases

McAfee Products

- VirusScan Enterprise (VSE)
- Host Intrusion Prevention (HIPS)
- Rogue System Detection
- Endpoint Protection for MAC (EPM)
- VirusScan Enterprise for Linux systems
- Policy Auditor
- ePO 5.1.3

Solutions

- Professional Services
- ePO Health Check
- Managed Services

Results

- Exceeded compliance standards for GLBA and NCUA Security Audit
- Implemented continuous improvement process
- Eliminated need for training budget
- Managed Services replaced need for additional headcount
- Closed all open support cases
- Improved ROI on Intel Security McAfee investment

"If you're not using London Security Solutions' Managed Services, your security is going backwards..." - **Mark Halvorson**

Kitsap Credit Union (KCU) is a member owned non-profit financial cooperative located in the greater Puget Sound area. KCU serves its 90,000+ members at 16 branch locations, online, and at numerous ATM locations.

Business Challenges

Audits

KCU, similar to other credit unions, participates in regular audits as required by the Gramm-Leach-Bliley Act (GLBA) and the National Credit Union Association (NCUA). NCUA guidelines are designed to ensure the protection and safeguarding of member's personally identifiable information, in general, and part 748 of the guidelines, discuss the prevention of unauthorized access in particular. KCU needed to create a robust security posture that included an intrusion protection infrastructure that exceeded GLBA and NCUA requirements.

Headcount and Training

Like institutions in many other industries, budgets are tight. KCU did not have the fiscal resources needed to fund the additional headcount necessary for successful ongoing operations of their McAfee products. Training existing IT staff was not a good option because of the cost and time required for classroom instruction. "I don't want to go to 100 classes," said Mark Halvorson KCU's Infrastructure Applications Engineer.

Longstanding and Open Support Cases

KCU is running several Intel Security McAfee products including Virus Scan Enterprise (VSE), Host Intrusion Prevention (HIPS), and ePolicy Orchestrator (ePO). The variety and complexity of modern network architectures can lead to longstanding and difficult to resolve support cases. KCU's IT staff was spending too much time trying to close support cases with McAfee rather than performing other mission critical tasks.

Solutions

London Security Solutions' Managed Services team conducted a McAfee ePolicy Orchestrator Health Check and worked with Kitsap Credit Union's IT team to optimize their network and IT architecture for use with Intel Security's McAfee product suite. Through the combination of short-term Professional Services and long-term Managed Services, London Security Solutions delivered the following results:

Results

Audits

"London Security Solutions stopped the white hats cold," said Kitsap CU's Infrastructure Applications Engineer Mark Halvorson. London Security Solutions improved KCU's threat prevention posture so that it exceeded NCUA auditing standards. In one case, auditors requested that KCU temporarily relax its threat prevention posture so they could complete some of their required auditing tasks.

Headcount & Training

KCU did not have the headcount to perform all of the periodic tasks required to get the most from their Intel Security McAfee investment. London Security Solutions' Managed Services "took all of it off my hands so I didn't have to worry about it," said Mark Halvorson. London Security Solutions Managed Services allowed KCU to re-task their existing IT resources without sacrificing systems security.

Closed All Open and Longstanding Support Cases

Kitsap Credit Union's longstanding support cases were closed within the first week of London Security taking over the day-to-day management of the McAfee solutions.

Contact Us Today!

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Why London Security Solutions

We specialize in Managed Services for most of the major Information Security vendors. With over 25 years of combined experience in the information security industry, London Security Solutions offers best in class customer service with 100% managed services customer retention for the last eight (8) years. Our clients have experienced lower OpEx and increased productivity from their existing IT staff. Engaging with London Security Solutions to handle the day-to-day information security tasks allows your IT staff to focus on other mission critical tasks.

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